



## MONTGOMERY COUNTY, MARYLAND

# TRANSPORTATION OPTIONS FOR SENIORS AND PEOPLE WITH DISABILITIES TRAVELING TO, FROM AND AROUND MONTGOMERY COUNTY, MD

A COMPREHENSIVE GUIDE TO PUBLIC, PRIVATE,  
AND NON-PROFIT TRANSPORTATION  
NOVEMBER 26, 2008



**Isiah Leggett, County Executive**

SEE BACK FOR INFORMATION ON REQUESTING ALTERNATIVE FORMATS SUCH AS BRAILLE AND LARGE PRINT.

## INTRODUCTION

This guide, **Transportation Options for Seniors and People with Disabilities**, is a comprehensive listing of public, private and non-profit transportation in the Washington Metropolitan Region, State of Maryland, and beyond. The Montgomery County Department of Health and Human Services and the Department of Transportation compiled this listing of useful transportation services to assist County residents to better coordinate their transportation needs. Now finding information about transportation services for seniors and people with disabilities is easier than ever with this resource guide.

You will find that this guide is divided into 18 informative sections. The **Public Transportation** section covers such important services as: **Call 'N' Ride, Medicaid Transportation, Same-Day-Access Program, MetroAccess, Ride On** and **Metrobus** transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation. These programs offer subsidies and reduced fares for seniors and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

If you need a companion to drive you to necessary appointments, look in the section on **Escorted Transportation** to find information about various services available to take you to your appointments. Arrangements for **Escorted Transportation** must be made 10 days in advance.

The section on **Grocery Transportation** is filled with important resources to assist you in obtaining groceries. The sections **Commercial Bus, Rail, Air, and Airport Transportation** and **Travel Connections Cross County and Beyond** will assist you in traveling to places such as West Virginia, Baltimore, and other destinations in the United States and abroad.

Share this resource guide with friends and neighbors to assist them in their travel in and outside of Montgomery County. We also ask that you help us keep this document up to date by letting us know of changes or other transportation options. Our goal is to advise you of the many transportation options available in Montgomery County - the best place to live, work and retire.

**Good news!** This guide is available in alternative formats such as Braille and large print by calling 240-777-1246 (V) or 240-777-1236 (TTY). Also, you may visit Ride On and Montgomery County websites at the following web addresses:

- **Ride On:** [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)  
Click on the Ride On logo and scroll down to Seniors and People with Disabilities
- **Montgomery County:** [www.montgomerycountymd.gov/disability](http://www.montgomerycountymd.gov/disability)  
Visit our website to see all of the services available to you.

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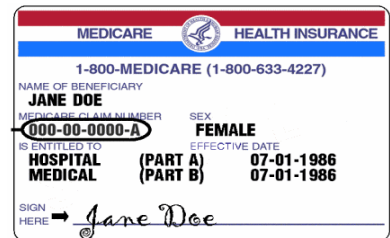
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## Good News!

**Ride On and Metrobuses\* FREE anytime for Seniors and People with Disabilities**

- Seniors must be 65 years or older and have a valid Metro Senior ID card or Senior SmarTrip Card or Medicare card and photo ID.
- Persons with disabilities must have a Metro Disabled ID card.



Please call the Transit Information Center for more information, 240-777-7433 (V).

\* Metrobuses included in the program are C2, C4, C7, C8, C9, D5, F4, F6, J1, J2, J3, J4, J5, J7, J9, K6, L7, L8, Q2, T2, Y5, Y7, Y8, Y9, Z2, Z6, Z8, Z9, Z11, Z13, Z29

## Certified MetroAccess Users Ride Free on Fixed Routes

- MetroAccess customers and their companions ride free on MetroBus, Metrorail, DC Circulator, Montgomery County Ride On, City of Falls Church GEORGE, Fairfax Connector, Prince George's County TheBus, and the City of Fairfax CUE. This is part of an effort to encourage certified MetroAccess users to use the fixed route system whenever they can.
- Also, if your pick-up or drop-off location is more than  $\frac{3}{4}$  of a mile from the nearest fixed route bus stop, \$1.00 is added to your fare for every three miles beyond that point. The base fare is \$2.50 and the maximum fare will not exceed \$6.50.

## Free Bus / Rail Travel Training

Free individual or group Metro system orientations are available to teach seniors and people with disabilities how to use bus and rail. Orientations include trip planning assistance and highlight bus and rail accessibility and safety features. For more information, contact the Metro Office of ADA Programs at 202-962-1558 (V) or 202-962-2033 (TTY).

**Did you know that if you don't qualify for the Free Ride Program, you may qualify for the Reduced Fare Programs for Senior Citizens or People with Disabilities? Visit [www.wmata.com/accessibility/fares.cfm](http://www.wmata.com/accessibility/fares.cfm) to learn about reduced fare programs.**

## TRANSPORTATION INFORMATION AND OUTREACH



### WHERE DO I START MY SEARCH FOR TRANSPORTATION INFORMATION AND OPTIONS?



#### CONNECT-A-RIDE

301-738-3252 (V) • 301-881-5263 (TTY)

**Web:** [www.accessjca.org](http://www.accessjca.org) • **Email:** [connectaride@accessjca.org](mailto:connectaride@accessjca.org)

**Hours:** Monday through Friday, 7:00am to 6:00pm

*Call for free transportation information and referral regarding all private and public transportation options for adults ages 50 years and older. Also provides assistance with completing applications. Operated by the Jewish Council for the Aging and under contract with the Department of Transportation / Division of Transit Services.*

#### RIDE ON TRANSIT INFORMATION CENTER

MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION  
DIVISION OF TRANSIT SERVICES

**Website:** [www.montgomerycountymd.gov/rideon](http://www.montgomerycountymd.gov/rideon)

**E-mail:** [rideonbus@montgomerycountymd.gov](mailto:rideonbus@montgomerycountymd.gov)

240-777-7433 (Touch Tone) • 240-777-5871 (Rotary) • 240-777-5869 (TTY)  
240-777-5824 (Hot Line for Bus Stop Complaints/Comments)

**Hours:** Monday through Friday, 6:00am to 7:00pm

*Call for bus schedules, routes, and connections to rail.*

#### SPECIAL TRANSPORTATION OFFICE

**Information Number:** 240-777-5890 (V)

**Hours:** Monday through Friday, 8:30am to 4:30pm

**Medicaid Transportation Reservation Number:** 240-777-5899 (V)

**Hours:** Monday through Friday, 8:00am to 12:00pm (noon)

*If you have questions about our Medicaid, Call 'N' Ride, Same Day Access Programs or any other inquiries, please call the Special Transportation Office.*

#### COMMUTER SERVICES

301-770-7665 (V)

**Website:** [www.montgomerycountymd.gov/rideon](http://www.montgomerycountymd.gov/rideon)

**E-mail:** [commuter.services@montgomerycountymd.gov](mailto:commuter.services@montgomerycountymd.gov)

**Hours:** Monday through Friday, 7:00am to 5:00pm


*Helps commuters find carpool and vanpool partners as well as convenient public transportation routes for convenient and less expensive rides to work. In addition, the Commuter Express Store sells regular commuter passes, weekly reduced fare disabled and senior Metro and Ride On bus and rail passes, and the SmarTrip® Card.*



## COMMUTER CONNECTIONS

**Call to Register:** 1-800-745-7433 (Toll Free)

**Website:** [www.commuterconnections.org](http://www.commuterconnections.org) • **E-mail:** [ridematching@mwkog.org](mailto:ridematching@mwkog.org)

 **Hours:** Monday through Friday, 9:00am to 4:30pm

*If you use public transit and this includes Paratransit at least two times per week to get to work, you may be eligible for the Guaranteed Ride Home Program (emergency rides home from work). Accessible vehicles with lifts are available. Operated by the Council of Governments (COG).*

## PUBLIC TRANSPORTATION

**Call 'N' Ride Program** – *Call 'N' Ride program provides transportation for low-income seniors age 67 or older and for low-income people with disabilities. Depending on funding clients may purchase one or two coupon books per month. The cost is determined by income and is charged on a sliding fee scale for as little as \$5.25 per book. The coupons are used to pay the meter rate for taxi services. Transportation is provided by sedan and accessible taxicab vans. Income eligibility and advance registration is required to participate in this program.*..... 301-948-5409 (V)


**MARC - Maryland Rail Commuter** – *Brunswick line service runs from Martinsburg, West Virginia through Montgomery County to Washington, DC. All MARC rail stations and trains are accessible. Half fares available for individuals with disabilities and senior citizens age 65 and older with a MTA or Metro (WMATA) photo ID card.*

..... 1-866-743-3682 (Toll Free)  
..... 410-539-3497 (TTY)

**Comment Line:** ..... 410-333-2354 (V)

**Medicaid Transportation Information Line:** ..... 240-777-5890 (V)

**Reservation Line:** ..... 240-777-5899 (V)

 **Hours:** *Requests from 8:30am to 12:00pm (noon), Monday through Friday. Used for Medical appointments only to Medicaid providers. Must have a Medicaid card.*

**Website:** [www.mtamaryland.com/services/marc](http://www.mtamaryland.com/services/marc)

**MetroAccess** – *Public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of 1990. **Please note that certified MetroAccess Users ride the fixed route free in the WMATA regional area for Metro Rail/Bus and Montgomery County Ride On.***

- **Effective June 30<sup>th</sup>, 2008**, MetroAccess Service changed from curb-to-curb to door-to-door service. Door-to-door service for MetroAccess means that drivers will escort MetroAccess passengers from the first exterior door of the customer's pick-up address into the vehicle and from the vehicle to the first exterior door of the customer's destination address.
- Participants must be certified by Metro (WMATA) that they are not able to use accessible fixed route public transportation. Certified users are eligible to use paratransit throughout the United States with advance reservations when on travel for up to 21 days per year. To regularly use other Paratransit services in other parts of the state, persons need to get certified by that local provider. MetroAccess provides rides 7 days a week, from 5:30am until midnight Sunday through Thursday, and from 5:30am until 2:00am on Friday and Saturday.
- It is a shared ride service so trips may take up to 50% longer than those that are not shared. Transportation is provided by sedans and accessible vans.
- Trips may be scheduled up to 14 days in advance but no later than 4:30pm one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. (See Same-Day-Access Program and Call 'N' Ride Program for same day service.)

**Reservations:** ..... 301-562-5360 (V)  
*Registered MetroAccess customers may now use the internet to book, cancel, or review trips. Visit [www.wmata.com/metroaccess](http://www.wmata.com/metroaccess) and choose either the standard or the accessible web-booking site. Please use your MetroAccess customer ID number to login. Your password is your 8-digit date of birth. Though you still must make a reservation by 4:30pm the day prior to taking your trip, you may now schedule or cancel trips 24 hours a day using this web-booking option.*

**Toll Free:** ..... 1-800-523-7009 (V)

**Eligibility:** ..... 301-562-5360 (V)  
Press Option 4

**TTY number** for all of the above numbers ..... 301-588-7535 (TTY)

**“Where is my ride?” Service:** For consumers stranded by MetroAccess

..... 301-562-5360 (V)  
Press Option 2

**WMATA Customer Service/Complaint Lines:** ..... 202-637-0128 (V)

..... 202-962-2565 (TTY)

**Website:** [www.wmata.com/metroaccess](http://www.wmata.com/metroaccess) • **E-mail:** [CSVC@wmata.com](mailto:CSVC@wmata.com)

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**Metrobus - Fixed bus route service runs within the District of Columbia, Suburban Maryland, and Northern Virginia. Ninety-five (95%) of bus routes are accessible. Operator will call for another bus if lift fails.** ..... 202-637-7000 (V)

..... 202-638-3780 (TTY)


**Website:** [www.wmata.com/accessibility/metrobus.cfm](http://www.wmata.com/accessibility/metrobus.cfm)

**Trip Planning Assistance:** Available only by allowing customers to enter an address, intersection, or landmark in the capital region and receiving directions on which Metro route to take to get there – including travel by bus, rail or a combination of the two. Assistance is also available by sending an e-mail to [csvc@wmata.com](mailto:csvc@wmata.com) or by calling the Customer Information line at 202-637-7000 (V) or 202-638-3780 (TTY).

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**Metrorail – Metro’s subway trains and stations are accessible.....** 202-637-7000 (V)

..... 202-638-3780 (TTY)

 **Hours:** Monday through Thursday, 6:00am to 10:30pm, Friday 6:00am to 11:30pm, Saturday 7:00am to 11:30pm, Sunday 7:00am to 10:30pm.

**Website:** [www.wmata.com/accessibility/metrorail.cfm](http://www.wmata.com/accessibility/metrorail.cfm)

⇒ **Trip Planning Assistance:** Available only by allowing customers to enter an address, intersection, or landmark in the capital region and receiving directions on which Metro route to take to get there – including travel by bus, rail or a combination of the two. Assistance is also available by sending an e-mail to [csvc@wmata.com](mailto:csvc@wmata.com) or by calling the Customer Information line at 202-637-7000 (V) or 202-638-3780 (TTY).

⇒ **Elevator Status and service disruption**

To verify absolute real time status of elevators:..... 202-637-7000 (V)

To verify elevator status:..... 202-962-1825 (V)

To verify out of service elevators (24 hour recorded line): ..... 202-962-1212 (V)

..... 202-638-3780 (TTY)

**Subscribe to Electronic Elevator Notification (ELLEN):** Free e-mail subscription service to notify you of elevator service disruptions at the Metrorail stations of your choice. You will be asked to complete an online form indicating your notification preferences. In addition, you may also want to subscribe to Metro’s eAlert service notifying you of Metrorail service disruptions on the rail lines and at the times you specify. Please direct any comments,

requests or suggestions concerning this project to [ellen@wmata.com](mailto:ellen@wmata.com).

- ⇒ **Arranging for a Shuttle** - if you arrive at a Metro Station and find out that the elevator is out of service at your station destination, please ask the Station Manager to call ahead and arrange for a shuttle from the nearest station to transport you to your station destination.

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**Metro is Accessible:** ..... 202-962-1558 (V)  
..... 202-962-2033 (TTY)

**Website:** [www.wmata.com/accessibility/accessibility.cfm](http://www.wmata.com/accessibility/accessibility.cfm)

Metro is Accessible offers information on discounted fares for people with disabilities and system orientation. Bus and rail orientation sessions are available one-on-one or in a group atmosphere. Individuals learn everything from how to locate Metrobus stops and Metrorail stations to purchasing a farecard and navigating the system. Metro is Accessible provides brochures, maps, materials in large print and Braille.

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**Metro's Reduced Fare Cards for People with Disabilities** - Discounted Metrobus and Metrorail fares are available through Metro (WMATA). For information and to obtain a picture ID card, please call this office. Proof of disability is required. Applications are processed in person at 600 Fifth Street, NW, Washington, DC 20001 or at designated regional locations by appointment only.

🕒 **Hours:** Monday through Friday from 7:30am to 3:30pm

**Customer Service ID Office:** ..... 202-962-1245 (V)  
..... 202-962-2033 (TTY)

[www.wmata.com/accessibility/fares.cfm](http://www.wmata.com/accessibility/fares.cfm)

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**Metro's Senior Citizen ID Card** – Seniors 65 and older can apply for discounted Metrobus and Metrorail fares with proof of age at any local library or Metro sales office.

..... 202-637-1328 (V)  
[www.wmata.com/accessibility/fares.cfm](http://www.wmata.com/accessibility/fares.cfm)

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**Ride On Bus - Transit Information Call Center**  
**Montgomery County Department of Transportation**

[www.montgomerycountymd.gov/rideon](http://www.montgomerycountymd.gov/rideon) • E-mail: [rideonbus@montgomerycountymd.gov](mailto:rideonbus@montgomerycountymd.gov)

To help relieve traffic congestion in the region, you are encouraged to use Ride On transit bus service as it is quick, reliable, and inexpensive. Ride On has 82 fixed bus routes operating in the County with routes connecting to the rail system. Generally, Ride On operates from 4:30am to 1:00am on weekdays and on weekends, some routes until 2:00 a.m. Ride On Buses are 100% accessible. 🕒 **Hours:** Information representatives are available Monday through Friday 6:00am to 7:00pm.

..... 240-777-7433 (V)  
..... 240-777-5869 (TTY)

- ⇒ **Ride On Bus Stop Hot Line:** The Hot Line is for bus stop information only. All other calls regarding immediate service should be directed to the Transit Information Call Center listed above..... 240-777-5824 (V)

**Same-Day-Access Program** – The Same-Day-Access program is for certified MetroAccess participants who do not qualify for the Call 'N' Ride Program because of income requirements.



Certified MetroAccess users may purchase one Call 'N' Ride coupon book each month for emergency trips at half the value price. Funding is dependent on availability.

🕒 **Hours:** Monday through Friday 9:00am to 3:30pm..... 301-948-5409 (V)

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**Senior Bus Transportation** - Provides bus transportation for adults aged 55+ to senior centers and selected senior program neighborhood program sites, some of which offer the Senior Nutrition Program congregate lunch. Bus transportation to shopping is also provided for residents in selected low-income senior apartment buildings.

**Senior and Neighborhood Centers:** ..... 301-468-4540 (V)  
..... 240-777-6974 (TTY)

**Grocery Shopping:** ..... 240-777-3810 (V)  
..... 240-777-1236 (TTY)

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### **Silver Spring Transit Center – Interim Operations Site (IOS)**

The Silver Spring Transit Center is currently expanding the existing transit center and redeveloping the property adjacent to the WMATA Metrorail Station located in downtown Silver Spring, MD - adjacent to Colesville Road and Wayne Avenue. For bus operations during construction of the Transit Center, a location for an Interim Operations Site (IOS) has been selected in the block of Ramsey, Bonifant, Wayne and Dixon, immediately adjacent to the Transit Station. To help individuals navigate the site during construction Crossing guards will be on duty Monday through Friday, from 6:30am to 9:30am and from 4:00pm to 7:00pm and uniformed police officers will be onsite Monday through Friday from 8:00am to 8:00pm. Braille signage has been installed at all bus stops and there are Accessible pedestrian signals at most cross roads.

**Information, Updates and Construction Schedule:** ..... 240-773-7777 (V)

**Escort Hotline:** ..... 240-876-2911 (V)

Silver Spring Urban District team of Red Shirts to escort you to your vehicle, Bus Stop or Metro. Call the Escort Trip Request Hotline to request an escort during the hours of 6:00 a.m. to midnight, 7 days per week.

**To report accessibility concerns,** contact Tim O'Gwin, Project Manager, Silver Spring IOS, Montgomery County Dept. of General Services, Division of Building Design and Construction: 240-777-6051 (V), [Tim.O'Gwin@montgomerycountymd.gov](mailto:Tim.O'Gwin@montgomerycountymd.gov).  
[www.montgomerycountymd.gov/sstc](http://www.montgomerycountymd.gov/sstc)

### **TAXICAB COMPANIES\***

**Action Taxicab** ..... 301-840-1000 (V)

**Barwood Taxicab** ..... 301-984-1900 (V)

**Regency Taxicab** ..... 301-990-9000 (V)

**Sun Taxicab** ..... 301-252-0575 (V)

Please note that drivers of taxis may charge you a \$1.00 "Personal Service Charge" for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

**\*See also section on Call 'N' Ride regarding taxicab coupons.**

## TAXICAB LICENSING AND REGULATION

**Maryland Medicaid Transportation Provider Information** – *Transportation providers can call here to obtain information on becoming a Maryland Medicaid transportation provider.*  
John Pelton, Transportation Specialist ..... 410-767-1739 (V)  
E-mail: [peltonj@dhmh.state.md.us](mailto:peltonj@dhmh.state.md.us)

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**Montgomery County Taxicab Office / Division of Transit Services** – *Inquire about correct taxicabs fares or file a complaint about the service provided by a taxicab company by calling this office.* ..... 240-777-CABS (V)  
..... 240-777-5869 (TTY)

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**Taxicab Hot Line** – *Staffers answer the Hot Line from 10:00am to 2:00pm Monday through Friday. Messages can be left at other hours. The Hot Line is for complaints and/or compliments only. All other calls regarding immediate service should be directed to the taxi company.* ..... 240-777-2625 (V)  
..... 240-777-2630 (TTY)

**Website:** [www.montgomerycountymd.gov/taxihotline](http://www.montgomerycountymd.gov/taxihotline)  
**E-mail:** [taxi.office@montgomerycountymd.gov](mailto:taxi.office@montgomerycountymd.gov)

## COMMERCIAL BUS, RAIL, AIR, AND AIRPORT TRANSPORTATION

### Bus and Rail

**Amtrak** - *Montgomery County Station located at Rockville Metro Station. Discounted rates available for seniors age 62 and older and people with disabilities when reservation is made by telephone or at a ticket counter. Call ahead to inquire about accessibility of station.*

..... 1-800-872-7245 (V)  
..... 1-800-523-6590 (TTY)

**Website:** [www.amtrak.com](http://www.amtrak.com)

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**Greyhound Bus/Customers with Disabilities Travel Assistance Line** - *Requires 48-hour notice prior to departure for lift equipped bus. Welcome travelers who use mobility aides, service animals, and oxygen. Personal care assistants travel at no cost.*

..... 1-800-752-4841 (Toll Free)  
..... 1-800-345-3109 (TTY)

⇒ **Station:** 8100 Fenton St., Silver Spring, MD ..... 301-585-8700 (V)

**Website:** [www.greyhound.com](http://www.greyhound.com)

## Airport Transportation

### GETTING AROUND WITHIN THE AIRPORTS

**Baltimore-Washington International (BWI) Airport** – *Wheelchairs can be obtained with or without a skycap by contacting one of the skycaps or an agent. You can call communications and have them page a skycap with a wheelchair from the traveler's airline.*

**BWI Access Information:**

 **Hours:** 8:00am to 4:30pm..... 410-859-7220 (V)  
**24 Hours:** ..... 1-800-I-FLY-BWI (Toll Free)  
**Website:** [www.bwiairport.com](http://www.bwiairport.com) • **E-mail:** [maacommcenter@bwiairport.com](mailto:maacommcenter@bwiairport.com)

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**Dulles International Airport** – *You may arrange for wheelchairs at any terminals through your airline or with any skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs. Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Courtesy parking shuttles take passengers to and from the Main Terminal and parking lots every 10 to 15 minutes, 24 hours a day. Passengers with disabilities can request Disabled-Accessible Courtesy Service by calling 703-572-4558 (V).*

**Wheelchair & Skycap Services:** ..... 703-572-6050 (V)  
..... 703-260-0175 (TTY)

**Website:** [www.mwaa.com/dulles](http://www.mwaa.com/dulles)

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**Ronald Reagan Washington National Airport** – *You may arrange for wheelchairs at any terminals through your airline or with any skycap at the airport. Please notify your airline in advance of your visit so that they can better serve your needs. Elevators are equipped with raised Braille buttons and are accessible to individuals who use wheelchairs. Courtesy shuttles transport passengers from all parking areas to all terminals every 10 minutes, 24-hours a day. These buses are equipped with wheelchair lifts.*

**Information:** ..... 703-417-8000 (V)

**Website:** [www.mwaa.com/national](http://www.mwaa.com/national)

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### GETTING TO AND FROM THE AIRPORT

#### **Serving BWI, Reagan National & Dulles Airports**

**Super Shuttle:** ..... 1-800-258-3826 (Toll Free)

**Website:** [www.supershuttle.com](http://www.supershuttle.com)

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#### **Serving BWI**

*Metro Bus #B30 – Runs from 6:10am through 10:00pm every 40 minutes to and from the Greenbelt Metro to BWI. Fare \$3.10. Fare is \$0.60 for seniors and people with disabilities.*

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#### **Serving Dulles Airport**

**Greyhound Airport Service:** ..... 1-888-BUS-N-FLY (V)

*Metro Bus #5A – Runs 5:33 a.m. through 11:40 p.m. every hour to and from the L'Enfant Metro to Dulles Airport. Fare \$2.50.*

**Website:** [www.greyhound.com](http://www.greyhound.com)

**Washington Flyer Bus:** ..... 1-888-927-4359 (Toll Free)

**Serving Reagan National**

**Parking “Hot Line”:**..... 703-417-7275 (V)

## **ESCORTED TRANSPORTATION**

(Medical and Other Necessary Appointments)

**American Cancer Society Road to Recovery Program** – *Provides transportation for cancer patients to their treatments and home again. Must be ambulatory.*  
..... 1-800-227-2345 (V)

**Website:** [www.cancer.org](http://www.cancer.org)

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**Bethesda Help** – *Free-of-charge transportation to doctor and social-service appointments for elderly or disabled individuals who cannot afford cab fare. For residents of southern Montgomery County. Not wheelchair accessible.*..... 301-365-2022 (V)

**Website:** <http://bethesdahelp.org> • **E-mail:** [info@bethesdahelp.org](mailto:info@bethesdahelp.org)

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**Brenner Escort Service** – *Must be client of the Jewish Social Service Agency to receive this service.*..... 301-881-3700 (V)

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**Damascus Help** – *Provide assistance to needy persons and families in the upper county portion of Montgomery County.*

..... 301-253-4100 (V)

**Website:** [www.damascushelp.org](http://www.damascushelp.org) • **E-mail:** [dh20872@aol.com](mailto:dh20872@aol.com)

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**Gaithersburg Help** – *Assists with transportation to medical appointments and social service agencies. Uses taxis for wheelchair accessibility.*

..... 301-216-2510 (V)

**Website:** <http://gaithersburghelp.org> • **E-mail:** [gaithersburghelp@yahoo.com](mailto:gaithersburghelp@yahoo.com)

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**Multiple Sclerosis Society** – *Limited support for transportation to MS-related medical appointments and Chapter activities.*

..... 202-296-9891 (V)

**Website:** [www.msandyou.org](http://www.msandyou.org) • **E-mail:** [information@msandyou.org](mailto:information@msandyou.org)

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**The Senior Connection** – *Volunteer drivers provide escorted transportation for seniors 62 years and older. Call 2 weeks in advance.*

..... 301-962-0820 (V)

**Website:** [www.seniorconnectionmc.org](http://www.seniorconnectionmc.org) • **E-mail:** [seniorconnectionmc@gmail.com](mailto:seniorconnectionmc@gmail.com)

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**Transcend Transportation** – *Registered drivers provide both sedan and wheelchair transportation to doctor appointments.*

..... 1-877-838-3032 (V)

**Website:** [www.transcendservice.com](http://www.transcendservice.com) • **E-mail:** [info@transcendservice.com](mailto:info@transcendservice.com)

**Western Upper Montgomery County (WUMCO) Help** – Provides transportation to medical appointments for people living in Poolesville, Dickerson, Beallsville, Barnesville, Boyds and surrounding areas. No charge, donations accepted.

..... 301-972-8481 (V)

**Website:** [www.wumco.org](http://www.wumco.org)

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**Winter Growth** – Sedan trips are \$18 roundtrip plus \$8 hr for assisted shopping. Lift equipped trips are \$48 for first 20 miles plus \$8 hr. for shopping.

🕒 **Hours:** Monday - Saturday 8:30am to 4:00pm

..... 301-774-7501 (V)

**Website:** [www.wintergrowth.com](http://www.wintergrowth.com)

## GROCERY SHOPPING TRANSPORTATION

**Senior Grocery Shopping** – Bus transportation for grocery shopping is provided for residents age 55 and over in designated low-income senior citizen apartment buildings.

..... 240-777-3000 (V)

..... 240-777-4575 (TTY)

*If the bus is late, please call nearest bus dispatch at the numbers below:*

⇒ **Kensington** ..... 301-770-6895 (V)

⇒ **Beltsville** ..... 301-595-5918 (V)

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**Transcend Transportation** – Registered drivers provide both sedan and wheelchair transportation to the grocery store, the pharmacy or even to the mall.

..... 1-877-838-3032 (V)

**Website:** [www.transcendservice.com](http://www.transcendservice.com) • **E-mail:** [info@transcendservice.com](mailto:info@transcendservice.com)

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**Western Upper Montgomery County (WUMCO) HELP** - Free accessible shopping bus on Friday serving seniors and people with disabilities living in Poolesville, Dickerson, Beallsville, Barnesville, Boyds and surrounding areas. Volunteer drivers or taxicab service during the week.

..... 301-972-8481 (V)

**Website:** [www.wumco.org](http://www.wumco.org)

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**Winter Growth** – Sedan trips are \$18 roundtrip plus \$8 hr for assisted shopping - Lift equipped trips are \$48 for first 20 miles plus \$8 hr. for shopping. 🕒 Hours: Monday - Saturday 8:30am to 4:00pm.

..... 301-774-7501(V)

**Website:** [www.wintergrowth.com](http://www.wintergrowth.com)

## Assisted Shopping for Groceries

**Jewish Council for the Aging (JCA)** Door-to-door transportation on established routes for grocery shopping and trips to senior centers. Cost varies up to \$3.00 per ride.

..... 301-468-6280 (V)

**Website:** [www.accessjca.org](http://www.accessjca.org) • **E-mail:** [connectaride@jcagw.org](mailto:connectaride@jcagw.org)



**Senior Connection** - *Volunteer drivers provide escorted transportation for grocery shopping, medical and other necessary appointments. Serves people 62 years and older. Call two (2) weeks in advance. Unable to serve people who use wheelchairs.*

..... 301-962-0820 (V)

**Website:** [www.seniorconnectionmc.org](http://www.seniorconnectionmc.org) • **E-mail:** [seniorconnectionmc@gmail.com](mailto:seniorconnectionmc@gmail.com)

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**Shoppers Program - American Red Cross Montgomery County** – *Grocery shopping transportation or volunteer shoppers to assist you or shop for you.*

..... 240-485-3030 (V)

**Website:** [www.redcrossnca.org](http://www.redcrossnca.org)

#### **Deliveries Only**

**Brookville Super Market** – *Serves Chevy Chase area and some Bethesda and Kensington.*

..... 301-652-2793 (V)

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**Giant Peapod** – ..... 1-800-573-2763 (V)

**Website:** [www.giantfood.com/peapod](http://www.giantfood.com/peapod)

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**Top Banana Home-Delivered Groceries** – *Serving senior citizens and people with disabilities in Prince Georges, Montgomery and Charles County, MD and the DC Metro area.*

..... 301-372-3663 (V)

**Website:** [www.topbananagroceries.org](http://www.topbananagroceries.org) • **E-mail:** [topbananagrocer@aol.com](mailto:topbananagrocer@aol.com)

### **PRIVATE DOOR-TO-DOOR TRANSPORTATION SERVICES**

These companies offer **door-to-door service** and some will assist a person to exit or enter a home or destination. Costs are higher than public transportation. Transportation provided for trips throughout Maryland with advance notice.

**Addis Transportation** – *Private pay and DC Medicaid accepted.*

..... 240-533-6282 (V)

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**Para-Med Medical Transportation** - *Insurance and Medicaid accepted.*

..... 301-253-0030 (V)

..... 1-800-527-0005 (Toll Free)

**Website:** [www.paramedusa.com](http://www.paramedusa.com) • **E-mail:** [paramed@paramedusa.com](mailto:paramed@paramedusa.com)

#### **Non-Profit Transportation**

**Winter Growth** – **Available to take individuals to medical and other appointments.**

*Sedan trips are \$18 roundtrip plus \$8 hr for assisted shopping - Lift equipped trips are \$48 for first 20 miles plus \$8 hr. for shopping. 🕒 Hours: Monday-Saturday 8:30am to 4:00pm.*

..... 301-774-7501 (V)

**Website:** [www.wintergrowth.com](http://www.wintergrowth.com)

**CASA de Maryland** – Service for Spanish speaking persons only. 🕒 Hours: Monday – Friday, 9:30am to 1:30pm.

..... 301-431-4185 (V)

**Website:** [www.casademaryland.org](http://www.casademaryland.org)

## TRAVEL CONNECTIONS CROSS COUNTY AND BEYOND

### Cross County

<b>MetroBus</b>	#J4	Bethesda Metro to Silver Spring Metro
<b>MetroBus</b>	#J7 or #J9	Lakeforest Mall to Bethesda Naval Medical Center, National Institute of Health, Suburban Hospital, and Bethesda Metro Station
<b>Ride On Bus</b>	#82	Clarksburg to Shady Grove during rush hours, weekdays

### Prince Georges County

**TheBus - Prince Georges County Transit** - Serves specific routes within Prince George's County. Call ahead to secure a lift bus.

..... 301-324-2877 (V)

### Frederick and Howard County

**Maryland Transit Authority (MTA) Commuter Bus** - Operates Monday through Friday during peak commuting hours. Some buses run on Saturday.

..... 410-539-5000 (V)

..... 1-866-743-3682 (Toll Free)

<b>Bus #929</b>	Columbia to Silver Spring/Washington via Route 29. Flyer service to Burtonsville, Silver Spring Metrorail, Farragut Square, Capitol Hill.
<b>Bus #991</b>	Hagerstown/Frederick to Shady Grove and Rock Spring Business Park via I-70/I-270. Express service to Shady Grove Metrorail Station.

**Eyre Bus Company** – Provides accessible transportation. Please call to reserve trip by 4:00 pm the day prior to trip. .... 1-800-321-3973 (V)

..... 301-854-6600 (V)

**Website:** [www.eyre.com](http://www.eyre.com)

### Baltimore County and Beyond

**Maryland Transit Administration** - Information and schedules for Baltimore bus, MetroRail, MARC Trains, Commuter buses and Light Rail. Find out about connections between Frederick, Baltimore, Annapolis, Montgomery County, West Virginia, Harford County, Prince George's County and Virginia. Click on Commuter Bus / Schedules & System Maps.

..... 1-866-743-3682 (V)

**Comments/Complaints:** ..... 410-333-2354 (V)

..... 410-539-3497 (TTY)

⇒ **Reduced fare cards** available for individuals with disabilities using the Baltimore Bus, Metrorail, and Light Rail. .... 410-767-3441 (V)  
 ..... 410-539-3497 (TTY)  
 ⇒ **Call-A-Lift Bus Information:** ..... 410-682-5438 (V)  
 Call by 4 p.m. the day before ..... 410-539-3497 (TTY)

**Website:** [www.mtmaryland.com](http://www.mtmaryland.com)

### **John Hopkins Medical Institute (JHMI) Penn Station Shuttle**

**JHMI Shuttle** - Eligibility in most cases to ride the JHMI or any Hopkins shuttles extends to any Hopkins student, faculty, staff, patient or official guest. Persons that are patients of a Hopkins facility require a letter of introduction from the sponsoring department which they would show to the bus driver along with their personal photo identification. If a person is being referred to a JHMI facility, they should seek a letter of introduction from their treating physician as soon as practical. A letter from the state facility would be required initially to serve as an introduction to the service. ⌚ **Transportation Office Hours: Monday through Friday, 6:00am to 10:00pm.**

..... 410-502-6880 (V)  
**Website:** [www.hopkinsmedicine.org](http://www.hopkinsmedicine.org) - Go to John Hopkins Medicine / Directions and Maps / Johns Hopkins Shuttles.

### **Camden Yards via Public Transportation**

**Website:** [www.mtmaryland.com/services/sports/parking](http://www.mtmaryland.com/services/sports/parking)

#### **SATURDAY, SUNDAY AND HOLIDAY TRAVEL**

##### **Before the Game**

- Take the **Green Line Metro** to **Greenbelt Metro Station** (last stop)
- Walk to the **Park and Ride Lot** to catch the Game Day Bus **#703**

**Bus Departure Times Are:** 2 hours before game time  
 1 hour 30 min. before game time  
 1 hour before game time

**Buses usually take  
 45 minutes to get  
 to Camden Yards**

##### **After the Game**

- Buses will pick up fans, at the same location where they were dropped off, **20 minutes after the last out**
- Bus will return all fans to **Greenbelt Metro Station**
- **NOTE: A round-trip bus ticket is \$10.00.** Please bring exact change as bus drivers will not make change. Youth fare for ages 6 to 16 is \$5.00 roundtrip. 2 children under age 6 may travel free with an adult paying full fare.

**For additional information,  
 please call  
 Maryland Transit at  
 410-539-5000 (V) or  
 1-800-543-9809 (Toll Free)**

## MONDAY THROUGH FRIDAY TRAVEL

### Before the Game

- Take Metro to **Union Station**.
- Purchase round-trip ticket via **Marc Train** to **Camden Station**.
- This train is a **Commuter Train** and takes about **1 hour and 15 minutes** to arrive so please schedule appropriately.

Departure Times (as of February, 2008):						For the most current information call <b>1-800-325-7245</b> <b>410-539-3497 (TTY)</b>
6:42am	7:07am	8:05am	11:15am	12:25pm	4:13pm	
4:39 pm	5:18pm	5:51pm	6:40pm	7:35pm		

- Locate your track Number and board train. **Camden Yard Station** is the last stop on the train. Cross the parking lot to **Camden Yards**.

### After the Game

- Buses will be lined up in the parking lot next to the train tracks where you arrived awaiting departure
- Buses will depart 20 minutes after the last out and return all fans to **Union Station**
- **NOTE: A round-trip bus ticket is \$10.75.** Please bring exact change, bus drivers will not make change.

### Ocean City via Public Transportation

#### GETTING TO AND FROM REHOBOTH BEACH, DE AND OCEAN CITY, MD

Greyhound in coordination with Carolina Trailways provides 4 daily buses to and from Ocean City. Bus fare is \$76.00 roundtrip, \$54.00 roundtrip with 14 day advance purchase, and \$58.00 roundtrip for 7 day advance purchase. All buses have scheduled stops in Annapolis, Easton and Salisbury. Silver Spring departure buses also have stops in New Carrollton.

For complete schedules visit Greyhounds website at [www.greyhound.com](http://www.greyhound.com) or call 1-800-231-2222

<u>Departure</u> Silver Spring, MD	<u>Arrival</u> Ocean City, MD	Duration	Transfer	Transfer Location
9.45 am	3:00 pm	8 hrs. 45 min.	1	Baltimore
3:30 pm	8:25 pm	4 hrs. 55 min.	1	Baltimore
<u>Departure</u> Washington, DC	<u>Arrival</u> Ocean City, MD	Duration	Transfer	Transfer Location
9:00 am	3:00 pm	6 hrs.	1	Baltimore
3:00 pm	8:25 pm	5 hrs. 25 min.	1	Baltimore

<u>Departure</u> Ocean City, MD	<u>Arrival</u> Silver Spring, MD	Duration	Transfer	Transfer Location
11:05 am	6:00 pm	7 hrs. 5 min.	1	Baltimore
5:45 pm	10:20 pm	4 hrs. 35 min.	1	Baltimore

<u>Departure</u> Ocean City, MD	<u>Arrival</u> Washington, DC	Duration	Transfer	Transfer Location
11:05 am	3:50 pm	4 hrs. 45 min.	1	Baltimore
5:45 pm	10:25 pm	4 hrs. 40 min.	1	Baltimore

### **GETTING AROUND AT THE SHORE**

- **Boardwalk Tram** runs from 10:00 am and ends at midnight seven days a week during the summer season. Fare is \$2.75 per person Monday through Thursday and \$3.00 per person Friday, Saturday, and Sunday for one-way passage only. Discount fares are available.
- **The Ocean City Bus System** costs \$1.00 with free transfers. All-day passes (6:00 am to 6:00 am the following day) costs \$2.00.
- **The Trolley** provides service from the depot on Somerset St to the mid-town transit hub at the Convention Center. For \$2.00 you can Ride-All-Day and the fare is interchangeable with the buses.
- There is **ADA Paratransit Curb-to-Curb** service available. Service runs from 7:00am to 11:00pm daily. Fare is \$2.00 Ride-All-Day. By appointment/reservation only.
- A **“Non-Resident Senior Bus Pass”** is available free of charge to anyone 60 years of age or older. This pass will entitle the holder to half-fare passage on the bus, trolley, and ADA Van (if eligible) and cannot be used on the trams.
- Contact information for the two Shore Transit systems is:

Shore Transit	OC Visitors Bureau
443-260-2300 (V)	410-723-1606 (V)
<a href="http://www.shoretransit.org">www.shoretransit.org</a>	<a href="http://www.ococean.com/busfler.htm">www.ococean.com/busfler.htm</a>

### **New York City via Bus**

**New Century Travel** – \$35.00 per round trip ticket or \$20.00 one-way. Tickets are non-refundable and non-exchangeable. Trip duration approximately 4 to 5 hours. Reservations for accessible buses must be made 24 hours prior to departure. Pick-up locations in Washington, DC at 513 H Street, NW, Washington, DC 20001 or at the Baltimore Travel Plaza. Requests to be picked up at the Baltimore Travel Plaza must be made upon reservation. New York City drop-off location is 88 E. Broadway, New York, NY 10002.

.....202-789-8222 (V)

**Website:** [www.2000coach.com](http://www.2000coach.com) • **E-mail:** [info@newctravel.com](mailto:info@newctravel.com)

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**Vamoose Express Bus Service** – Provide daily bus transportation between New York City and Bethesda, MD / Arlington, VA. \$25 ticket each way. Reservations are required. Trip duration is approximately 4 hours from Bethesda, an additional 30 minutes to from Arlington. Bus picks up first in Arlington, then Bethesda. Pick-up location in Bethesda is 7490 Waverly Street, Bethesda, MD. Pick-up location in Arlington, VA is 1801 N. Lynn Street, Arlington, VA. Drop-off location in New York City is Penn Station 255 W. 31<sup>st</sup> Street, New York City, NY.

.....1-877-393-2828 (Toll Free)

**Website:** [www.vamoosebus.com](http://www.vamoosebus.com) • [info@vamoosebus.com](mailto:info@vamoosebus.com)



### Philadelphia via Bus

**New Century Travel** - \$28.00 per round-trip ticket or \$15.00 one-way. Tickets are non-refundable and non-exchangeable. Trip duration is 2.5 hours. Reservations for accessible buses must be made 24 hours prior to departure. Pick-up location in Washington, DC at 513 H Street, NW, Washington, DC 20001. Philadelphia drop-off location is 55 N. 11<sup>th</sup> Street, Philadelphia, PA 19107.

..... 202-789-8222 (V)  
**Website:** [www.2000coach.com](http://www.2000coach.com) • **E-mail:** [info@newctravel.com](mailto:info@newctravel.com)

## VEHICLE RENTALS AND LEASING

### Rentals

**Accessible Vans of America, LLC** ..... 301-838-9700 (V)  
..... 1-800-272-6640 (V)

**Website:** [www.accessiblevans.com](http://www.accessiblevans.com)

**AutoAssist** ..... 301-699-2238 (V)  
**Website:** [www.autoassistinc.com](http://www.autoassistinc.com)

**Ironsides Mobility Systems** ..... 1-888-267-7912 (V)  
..... 301-279-5855 (V)  
**Website:** [www.ironsmobility.com](http://www.ironsmobility.com) • **E-mail:** [ironsmobility@verizon.net](mailto:ironsmobility@verizon.net)

**Wheelchair Get-A-Way** ..... 1-800-642-2042 (V)  
**Website:** [www.wheelchairgetaways.com](http://www.wheelchairgetaways.com) • **E-mail:** [info@wheelchairgetaways.com](mailto:info@wheelchairgetaways.com)

**Wheeler's** – Wheelchair and scooter rentals also available.  
..... 1-800-456-1371 (V)  
**Website:** [www.wheelersvanrentals.com](http://www.wheelersvanrentals.com)

### Long-Term Leasing: Vans

**Colonial Equipment Company** ..... 301-698-5100 (V)  
..... 1-800-GO-BY-BUS (V)  
**Website:** [www.thebusplace.com](http://www.thebusplace.com)

## VEHICLE MODIFICATION

These businesses sell and service accessible vehicles and driving equipment to meet the needs of people with disabilities.

**Area Access, Inc.** ..... 703-573-2111 (V)  
**Website:** [www.areaaccess.com](http://www.areaaccess.com)

**American Freightliner** ..... 1-888-640-2266 (V)  
**Website:** [www.american-bus.com](http://www.american-bus.com)

**AutoAssist** - *Provides modification of vehicles and wheelchairs.*  
..... 301-699-2238 (V)  
**Website:** [www.autoassistinc.com](http://www.autoassistinc.com)

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**Bedco Mobility** ..... 301-585-0700 (V)  
**Website:** [www.bedcomobility.com](http://www.bedcomobility.com)

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**Colonial Equipment Company** – *Provides vehicle modification and new and used vehicle purchase.* ..... 301-698-5100 (V)  
..... 1-800-GO-BY-BUS (V)  
**Website:** [www.thebusplace.com](http://www.thebusplace.com)

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**Eastern Mobility Company** ..... 301-845-4188 (V)  
**Website:** <http://easternmobility.com> • **E-mail:** [sales@easternmobility.com](mailto:sales@easternmobility.com)

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**Fancy Vans & Speed** ..... 301-645-1176 (V)  
**Website:** [www.fancyvansandspeed.com](http://www.fancyvansandspeed.com)

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**Ironsides Mobility Systems, Inc.** - *Sells and services van lifts, hand controls, driving aids.*  
..... 301-279-5855 (V)  
..... 1-888-267-7912 (V)  
**Website:** [www.ironsidemobility.com](http://www.ironsidemobility.com) • **E-mail:** [ironsidemobility@verizon.net](mailto:ironsidemobility@verizon.net)

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**M.I.T.S. Corporation** ..... 1-800-243-6487 (V)  
**Website:** [www.mitscorp.com](http://www.mitscorp.com)

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**Oneness Mobility** ..... 301-568-6686 (V)  
**Website:** <http://onenessmobility.com> • **E-mail:** [admin@onenessmobility.com](mailto:admin@onenessmobility.com)

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**Ride-A-Way Vans** ..... 1-888-RIDE-AWAY (V)  
**Website:** [www.ride-away.com](http://www.ride-away.com)

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**Wheelchair Get-A-Way** ..... 1-800-642-2042 (V)  
**Website:** [www.wheelchairgetaways.com](http://www.wheelchairgetaways.com) • **E-mail:** [info@wheelchairgetaways.com](mailto:info@wheelchairgetaways.com)

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## TRANSPORTATION TRAINING

**Project Action** – *Offers adults only training on how to use transit (i.e. coin machines, etc.) and how to use buses, cars and airplanes.* ..... 202-347-3066 (V)  
..... 1-800-659-6428 (Toll Free)  
..... 202-347-7385 (TTY)  
**Website:** [www.projectaction.org](http://www.projectaction.org)

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**Project Ride** – *Provides individuals with developmental disabilities the tools to be regular users of low cost, flexible public transportation systems.* ..... 301-576-9000 (V)  
**Website:** [www.freedomintransit.org](http://www.freedomintransit.org)

## AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

### Maryland Department of Transportation (MDOT)

ADA Compliance Office..... 410-865-1126 (V)  
..... 410-865-1017 (TTY)  
..... 1-888-713-1414 (V)

Website: [www.mdot.state.md.us](http://www.mdot.state.md.us)

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### Montgomery County Government

Nancy Greene, ADA Compliance Officer..... 240-777-3247 (V)  
..... 240-777-1398 (TTY)

E-mail: [Nancy.Greene@montgomerycountymd.gov](mailto:Nancy.Greene@montgomerycountymd.gov)

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### Project Action - Offers Paratransit information throughout the United States.

..... 1-800-659-6428 (V)  
..... 202-347-3066 (V)

Website: [www.projectaction.org](http://www.projectaction.org)

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### Washington Lawyers' Committee for Civil Rights and Urban Affairs - The Committee handles discrimination complaints including MetroAccess complaints.

..... 202-319-1000 (V)  
Spanish Line: ..... 202-319-1011 ext. 222 (V)  
..... 202-319-1075 (TTY)

Website: [www.washlaw.org](http://www.washlaw.org) • E-mail: [WLC@washlaw.org](mailto:WLC@washlaw.org)

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### Washington Metropolitan Area Transit Authority (WMATA) Metro's ADA Office

Glen Millis, Director of ADA Programs ..... 202-962-1100 (V)  
..... 202-962-2033 (TTY)

Website: [www.wmata.com](http://www.wmata.com)

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WMATA Customer Service/Complaint Line ..... 202-637-1328 (V)  
For consumers who have a complaint about service: ..... Press Option #5  
..... 202-962-2565 (TTY)  
Or e-mail WMATA complaints or commendations to [CSVC@wmata.com](mailto:CSVC@wmata.com)

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## OTHER USEFUL NUMBERS

Emergency Police, Fire and Rescue ..... 911 (V)  
..... 301-762-7619 (TTY)  
Non-Emergency Police ..... 301-279-8000 (V)

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Equal Rights Center..... 202-234-3062 (V)  
..... 1-866-719-4ERC (V)  
..... 202-234-7590 (TTY)

Website: [www.equalrightscenter.org](http://www.equalrightscenter.org) • E-mail: [info@equalrightscenter.org](mailto:info@equalrightscenter.org)

**Maryland Disability Law Center** ..... 410-727-6352 (V)  
..... 1-800-233-7201 (V)  
..... 410-727-6387 (TTY)

**Website:** [www.mdcbalto.org](http://www.mdcbalto.org)

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**Maryland Institute for Emergency Medical Services Systems - State Office of Commercial Ambulance Licensing and Regulation** ..... 410-706-8511 (V)  
..... 1-888-200-5015 (V)

**Website:** [www.miemss.org](http://www.miemss.org) • **E-mail:** [info@miemss.org](mailto:info@miemss.org)

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**Maryland Motor Vehicle Administration (MVA)** - Driver's licenses, disability placards/tags, identification cards and residential street parking signs.

To request a residential street parking sign: ..... 410-768-7646 (V)

Drop by any office or to request an application/certification form for an individual with disability call 1-800-950-1MVA (Toll Free).

<b>Main Office</b> 115 Metropolitan Grove Road Gaithersburg, MD 20878	<b>Glenmont Express Office</b> 12335 CND Georgia Ave. Wheaton, MD 20902	<b>Gaithersburg Express Office</b> Walnut Hill Shopping center 16516 S. Westland Drive Gaithersburg, MD 20877
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**Website:** [www.mva.state.md.us](http://www.mva.state.md.us)

**Maryland Relay – Maryland Residents** ..... 711 (V/TTY)  
**Outside of Maryland** ..... 1-800-735-2258 (V/TTY)

**Website:** [www.mdrelay.org](http://www.mdrelay.org)

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**Maryland State Highway Administration – Contact:** Jeff Wentz

To request state road or street signs: ..... 301-513-7318 (V)

**Website:** [www.sha.state.md.us](http://www.sha.state.md.us)

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**Metro Transit Police** ..... 202-962-2121 (V)

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**Montgomery County Commission on Aging** ..... 240-777-1339 (V)  
..... 240-777-1236 (TTY)

**Website:** [www.montgomerycountymd.gov/seniors](http://www.montgomerycountymd.gov/seniors)

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**Montgomery County Commission on People with Disabilities**

*Betsy Tolbert Luecking, Disability Policy Specialist* ..... 240-777-1256 (V)  
..... 240-777-1236 (TTY)

**E-mail:** [Betsy.Luecking@montgomerycountymd.gov](mailto:Betsy.Luecking@montgomerycountymd.gov)

**Website:** [www.montgomerycountymd.gov/disability](http://www.montgomerycountymd.gov/disability)

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**Montgomery County Council Office** ..... 240-777-7900 (V)  
..... 240-777-7914 (TTY)

**E-mail:** [County.Council@montgomerycountymd.gov](mailto:County.Council@montgomerycountymd.gov)

**Montgomery County Department of Transportation** - To request County road and street signs call Traffic Operations: ..... 240-777-6000 (V)

**E-mail:** [trafficops@montgomerycountymd.gov](mailto:trafficops@montgomerycountymd.gov)

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**Montgomery County Executive's Office** ..... 240-777-2500 (V)

..... 240-777-2544 (TTY)

**E-mail:** [ocemail@montgomerycountymd.gov](mailto:ocemail@montgomerycountymd.gov)

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**Multiple Sclerosis Society** – *Provides financial aid for people with Multiple Sclerosis to pay for transportation needs.* ..... 202-296-5363 (V)

..... 1-800-FIGHT-MS (V)

**Website:** [www.msandyou.org](http://www.msandyou.org) • **E-mail:** [information@msandyou.org](mailto:information@msandyou.org)

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**Transportation Action Group (TAG)** - *TAG is affiliated with Independence Now and works on transportation issues for people with disabilities* ..... 301-587-4162 (V)

**Website:** [www.innow.org/transportation-action.html](http://www.innow.org/transportation-action.html)

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**U. S. Department of Transportation Assistance Line**

*Recorded message with voicemail option* ..... 1-888-446-4511 (V)

..... 1-800-877-8339 (TTY)

**Website:** [www.dot.gov/citizen\\_services/disability/disability.html](http://www.dot.gov/citizen_services/disability/disability.html)

**E-mail:** [dot.comments@dot.gov](mailto:dot.comments@dot.gov)





**MONTGOMERY COUNTY  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Aging & Disability Services  
Aging & Disability Resource Center**

Consolidated access point for resources, consultation and service planning for seniors and persons with physical disabilities, related conditions, and developmental disabilities of all ages.

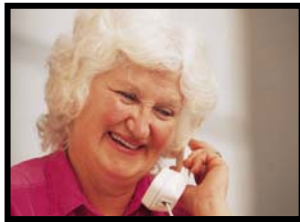
**☎ 240-777-3000 (Voice) • 240-777-4575 (TTY) ☎**

**Email: [hhs@mail@montgomerycountymd.gov](mailto:hhs@mail@montgomerycountymd.gov)**

**Website: [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)**

**🕒 Hours: Monday through Friday 8:30am to 5:00pm**

***Help is also available from 5:00pm to 8:30am weekdays,  
and 24 hours on weekends to meet your  
emergency safety needs.***



## **KEY WEBSITES**

**Montgomery County Government**

**[www.montgomerycountymd.gov/disability](http://www.montgomerycountymd.gov/disability)**

**Or, on the County's homepage you can also click on  
the Ride on Symbol in the left column,  
Scroll down to Seniors and People with Disabilities**

**Washington Metropolitan Area Transit Authority**

**[www.wmata.com/accessibility](http://www.wmata.com/accessibility)**

**Maryland Transit Administration**

**[www.mtamaryland.com](http://www.mtamaryland.com)**

# METRO SYSTEM MAP



## System Map

### Legend

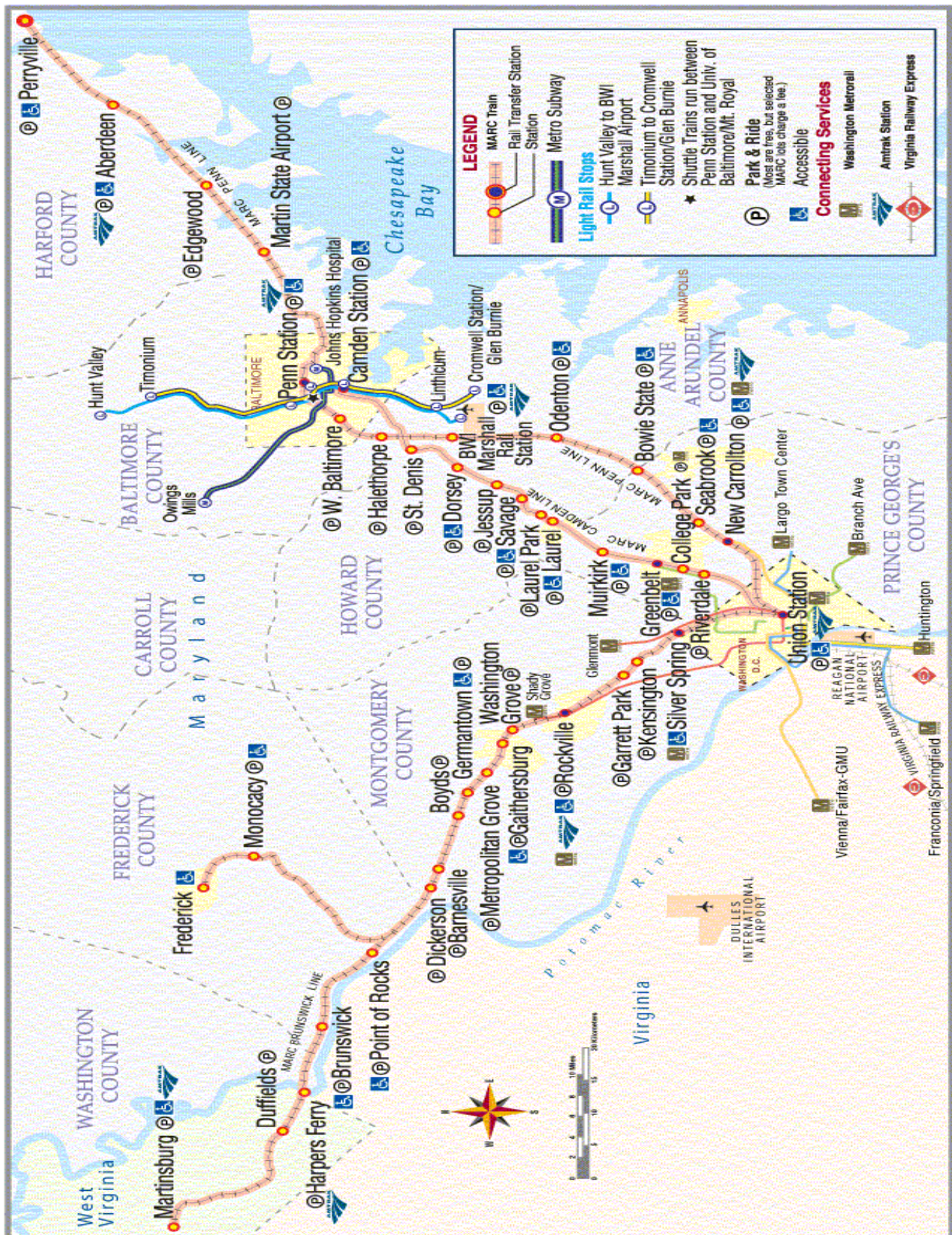
- Red Line • Glenmont to Shady Grove
- Orange Line • New Carrollton to Vienna/Fairfax-GMU
- Blue Line • Franconia-Springfield to Largo Town Center
- Green Line • Branch Avenue to Greenbelt
- Yellow Line • Huntington to Mt Vernon Sq/7th St-Convention Center



Metro is accessible.



## MARC SYSTEM MAP



## NOTES



*Please help us keep this brochure updated  
by advising us of any corrections or additions.*

*To request additional copies, or alternative formats of this document  
such as large print or Braille, please contact:*

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